

# Financial support for United Utilities customers: support schemes

## WaterSure

Giving households with high water usage due to essential medical needs (e.g., flakey skin disease, Crohn's disease etc.) or because of a large family size (providing they are on a water meter and are in receipt of a qualifying benefit) a reduction on their bill.

**The average bill discount is £335 per year.**

## Back on Track

For customers in debt or those who have been impacted by a recent life event who are in receipt of benefits or low household income, United Utilities may be able to give them a capped more affordable bill based on their income.

**The average bill discount is £202 per year.**

## United Utilities Restart Grant

United Utilities donates money each year to an independent trust fund offering customers a one-off restart grant to help clear their debts and start again.

## Payment Matching

A scheme for customers who are financially struggling and need support to clear arrears. Users of the scheme will have arrears payments matched by United Utilities (e.g. for every £1 the struggling customer pays, it will match £1, after 12 months it will match with £2).

## Help to Pay

United Utilities can cap annual bills for customers in receipt of pension credit at a more affordable amount based on their income.

**The average bill discount is £189 per year.**

### Eligibility

Receive income/housing related support or tax credits



You/someone you live with has a medical condition that requires the use of lots of water



Have 3+ children under the age of 19 at home



### Eligibility

Receive income/housing related support or tax credits



Have a household income of less than £21,000 a year and have experienced a change in income



### Eligibility

Customer is in significant arrears as a result of a life event



Customers should not have received the grant in the past 2 years



### Eligibility

1+ years worth of water arrears along with full current year charges outstanding



Not have completed the scheme in the last 3 years or failed more than 3 times



### Eligibility

Receive Pension Credit



All adults at the address receive Pension Credit/state pension



# Financial support for United Utilities customers: support outside of schemes for those who don't qualify but may struggle with their water bill

## Free water meters

United Utilities will fit water meters free of charge to customers who want them. Meters are one of the easiest ways to reduce your water bill and the majority of our customers save at least £100 a year when they switch.

### Eligibility

All customers\* can apply for a free water meter to be installed



## Water meter lowest bill guarantee

Before you are sent your bill, United Utilities will compare your meter charge against what you would have paid previously. You'll then be charged the lowest amount. After a two-year trial and if you don't make a saving, you can switch back and your meter will no longer be used for charging you.

### Eligibility

All customers can receive free water efficiency devices/visits



## Variety of payment methods

Includes Pay As You Go (PAYG), payment breaks which are aimed at customers with low to middle household incomes (less than £21k per year).

### Eligibility

Customers from low-income households who are free from debt can ask for PAYG or payment breaks



## Variety of payment methods

Flexible payment plans that flex around you.

### Eligibility

All customers can ask for flexible payment plans



## £50 discount

Based on North West income deprivation data, we estimate that 16% of households in the United Utilities region are income deprived and struggle to pay their water bill. United Utilities recognises that there are some customers in this situation, who may not qualify for our existing social tariff and affordability schemes due to not meeting the eligibility criteria or the preferred tariff is fully subscribed. United Utilities will work with organisations like the Department for Work and Pensions (DWP) to proactively identify customers who are income deprived, but don't currently qualify for bill discounts, to offer additional support of at least £50 per year off their bill.

### Eligibility

All customers are checked to see if they qualify for a £50 discount



\*ask an advisor about possible exclusions

# Service improvements

United Utilities targets for 2030



## Voluntary improvements set by United Utilities: targets for 2030

